SonicWALL Network Anti-Virus

SONICWALL

Contents

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Limited Warranty

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Introduction

By their nature, anti-virus products typically require regular, active maintenance on every PC. When a new virus is discovered, all anti-virus software deployed within an organization must be updated with the latest virus definition files. Failure to do so severely limits the effectiveness of anti-virus software and disrupts productive work time. With more than 50,000 known viruses and new virus outbreaks occurring regularly, the task of maintaining and updating virus protection can become unwieldy. Unfortunately, many small to medium businesses don't have adequate IT staff to maintain their anti-virus software. The resulting gaps in virus defenses may lead to data loss and decreased employee productivity.

The widespread outbreaks of viruses, such as "ILOVEYOU" and Melissa, illustrate the problematic nature of virus defense for small and medium businesses. Users without the most current virus definition files allow these viruses to multiply and infect many other users and networks. SonicWALL Network Anti-Virus prevents occurrences like these and offers a new approach to virus protection. The SonicWALL family of firewalls constantly monitors the version of the virus definition file and automatically triggers download and installation of new virus definition files to each user's computer. In addition, the SonicWALL restricts each user's access to the Internet until they are protected, therefore acting as an enforcer of the company's virus protection policy. This new approach ensures the most current version of the virus definition file is installed and active on each PC on the network, preventing a rogue user from disabling the virus protection and potentially exposing the entire organization to an outbreak.

Managing Network Anti-Virus

This section contains detailed information on the activation, installation and configuration of the SonicWALL Network Anti-Virus subscription. Network Anti-Virus is configured from the SonicWALL Management Interface.

This section describes:

- **Activating the Network Anti-Virus Subscription**
- **Configuring Network Anti-Virus**
- **Managing Network Anti-Virus Subscriptions and Reports**
- **Configuring the Network Anti-Virus E-mail Filter**

To access the Anti-Virus feature in the SonicWALL, click **General** on the left side of the browser window, and then click **Status** at the top of the window.

This window displays the current status of the SonicWALL. It contains an overview of the SonicWALL configuration as well as any other important messages. If a message stating, "This SonicWALL is not yet registered" is displayed, then it is necessary to complete the online registration before activating the Network Anti-Virus subscription. Click the link to <http://www.mysonicwall.com and complete the online registration process.

To activate SonicWALL Network Anti-Virus, the SonicWALL must have firmware version 5.0.0 or greater. See the SonicWALL Internet Security Appliance User Guide for instructions on updating to the latest SonicWALL firmware.

The optional Network Anti-Virus subscription must be registered to activate Anti-Virus enforcement. The **Activation Key** is displayed on the back of this manual.

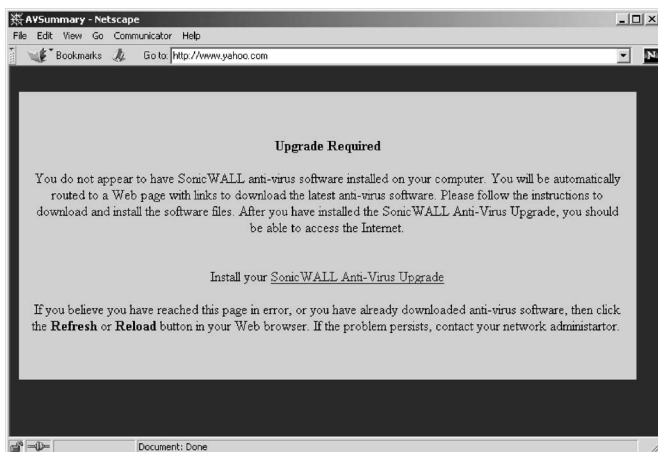## Activating the Network Anti-Virus Subscription

1. Click **Anti-Virus** on the left side of the browser window.

2. Click the **Activate your Network Anti-Virus Subscription** link. Enter the **Activation Key** located on the back of this manual in the **Anti-Virus License Key** field. Then enter a password in the **Anti-Virus Password** and **Verify Password** fields. The Anti-Virus password is used to add or renew licenses or to view network reports. The password must be between 6 to 12 alphanumeric characters in length.

3. After entering the required information, click **Submit**. The operation takes several seconds to complete. Once the Network Anti-Virus activation is complete, a window appears confirming the activation and displaying the number of registered Network Anti-Virus Licenses.

Configuring Network Anti-Virus

After activating the subscription, enable and configure the Anti-Virus enforcement policy. Click **Anti-Virus** on the left side of the browser window and then click **Configure**.

The following options can be configured in the SonicWALL:

- **Enable DMZ policing**

  Selecting this option enforces the anti-virus policy on computers located on the DMZ. This option applies to SonicWALL DMZ, XPRS2, PRO, or PRO-VX. This feature is not available for the SonicWALL SOHO2 or TELE2.

- **Disable policing from LAN to DMZ**

  Choosing this option allows computers on the LAN to access computers on the DMZ, even if anti-virus software has not been installed on the LAN machines. This option applies only to SonicWALL DMZ, XPRS2, PRO, or PRO-VX.

- **Maximum number of days allowed before forcing update**

  Selecting this option defines the maximum number of days users may access the Internet before the SonicWALL requires the latest version of VirusScan ASaP to be downloaded.

- **Force Update on Alert**

  SonicWALL, Inc. broadcasts virus alerts to all SonicWALL appliances with an Anti-Virus subscription. Three levels of alerts available:

  Low Risk - A virus that has not been reported in the field and is considered unlikely to be found in the field in the future has a low risk. Even if such a virus includes a very serious or unforeseeable damage payload, its risk is still low.

  Medium Risk - If a virus is found in the field, and if it uses a less common infection mechanism, it is assigned a medium risk. If its prevalence stays low and its payload is not serious, it can be downgraded to a low risk. Similarly, it can be upgraded to a high risk if the virus is getting more and more widespread.

  High Risk - To be assigned a high-risk rating, it is necessary that a virus be reported often or very often in the field. Additionally, the payload must have the ability to cause at least some serious damage. If it causes very serious or unforeseeable damage, high risk might be assigned even with a lower level of prevalence.

When an alert is received with this option enabled, users are upgraded to the latest version of VirusScan ASaP before they can access the Internet. This option overrides the **Maximum number of days allowed before forcing update** selection.

In addition, every virus alert is logged, and an alert message is sent to the administrator. Please refer to the Logging and Alerts section of the SonicWALL Internet Security Appliance User Guide for instructions on configuring log and E-mail alerts.

SonicWALL Network Anti-Virus currently supports Windows 95, 98, NT and 2000 platforms. In order to access the Internet, computers with other operating systems must be exempt from Anti-Virus policies. To ensure full network protection from virus attacks, it is recommended that only servers and unsupported machines are excluded from protection, and that third party Anti-Virus software is installed on each machine before excluding that machine from Anti-Virus enforcement. There are three options for defining exempt computers:

- **Enforce Anti-Virus policies for all computers**

  Selecting this option forces computers to install VirusScan ASaP in order to access the Internet or the DMZ. This is the default configuration.

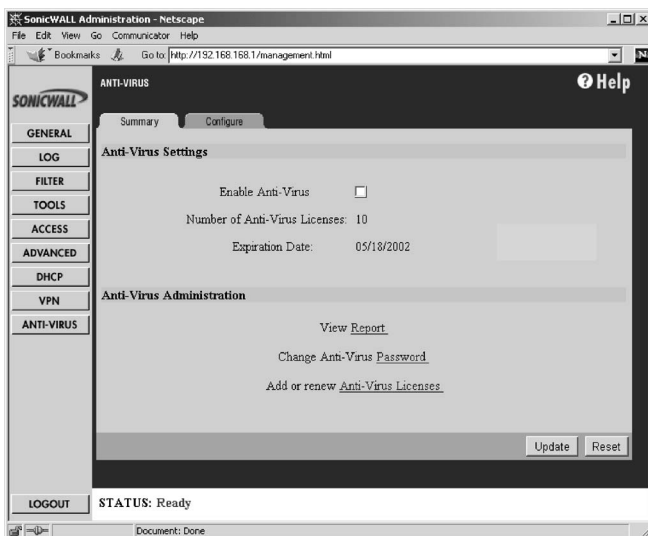- **Include specified address range in the Anti-Virus enforcement**

  Choosing this option allows the administrator to define a range of IP addresses to receive Anti-Virus enforcement. If you select this option, specify a range of IP addresses to be enforced. Any computer requiring enforcement needs a static IP address within the specified range of IP addresses.

- **Exclude specified address range in the Anti-Virus enforcement**

  Selecting this option allows the administrator to define a range of IP addresses that are exempt from Anti-Virus enforcement. If you select this option, specify the range of IP addresses are exempt. Any computer requiring unrestricted Internet access needs a static IP address within the specified range of IP addresses.

The Network Anti-Virus Summary Tab

Click **Anti-Virus** on the left side of the browser window, and then click **Summary** at the top of the window.

Anti-Virus Settings

The **Summary** tab displays the following information:

- **Enable Anti-Virus**

  After activating the Network Anti-Virus subscription, selecting the **Enable Anti-Virus** check box enables Anti-Virus enforcement on the network.

- **Number of Anti-Virus Licenses**

  The number of the current licenses that have been registered for the firewall.

Note: *Each anti-virus license allows the use of SonicWALL Network Anti-Virus on one computer for a 12-month period.*
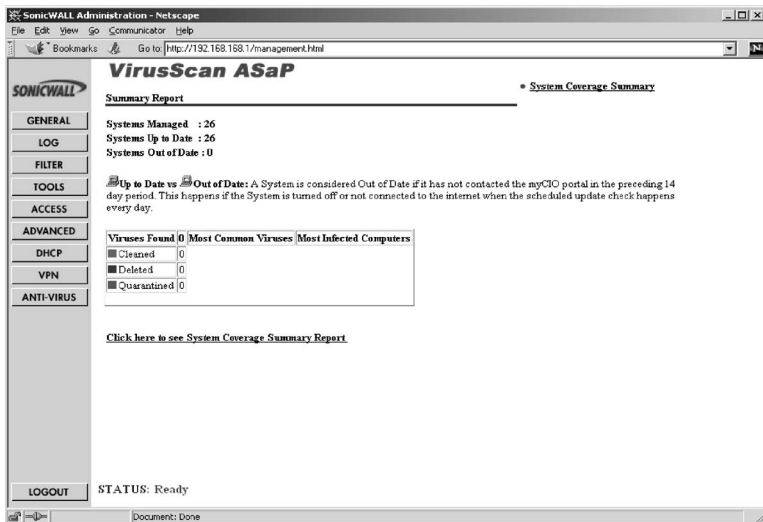
- **Expiration Date**

  The expiration date of the current subscription is displayed.

Anti-Virus Administration

The **Anti-Virus Administration** section provides links to reports summarizing Anti-Virus activity on the network. Administrative activities such as changing passwords and renewing or adding licenses are also accessed here.

Reports

To view Network Anti-Virus statistics and reports, click the link labeled **View Report**. The Authentication window appears. Enter the Anti-Virus password in the **Anti-Virus Password** field and click **Submit**.

This window displays general information about Network Anti-Virus. Information about the number of desktops protected, and the number of updated and outdated desktops is shown at the top right corner of the window. The table offers information about the viruses found, the most common viruses and the most infected computers on the network.

Add or Renew Licenses

To manage Anti-Virus licenses, click the link labeled **Add or Renew Anti-Virus Licenses** in the **Anti-Virus Summary** tab.

Adding More Licenses

The standard SonicWALL Network Anti-Virus subscription package can be used to activate Network Anti-Virus, to increase the number or Anti-Virus licenses or to renew the current subscription. Since a Network Anti-Virus Activation Key may not be reused, additional subscription packages are required to add or renew Anti-Virus licenses.

1. Select the **Add** option at the top of the **Add or Renew Licenses** window.

2. Enter the Activation Key displayed on the back of the Network Anti-Virus Administrator's Guide in the **New License Key** field.

3. Create and enter an Anti-Virus password in the **Anti-Virus Password** field, and click **Submit**. The operation takes a few seconds to complete. Once completed, the new number of Anti-Virus licenses appears in the Anti-Virus **Summary** window.

Note: When adding licenses, a new subscription is granted with a single new number of licenses and a single expiration date. Multiple grants are not tracked. The time remaining on the previous subscription is combined with the new 12-month period of the additional grant to create a single subscription.

Renewing the Current Subscription

A **Subscription Renewal** is the process of renewing the existing Anti-Virus subscriptions and the number of Anti-Virus licenses does not increase. If the current subscription has 10 users, a 10-user renewal extends the subscription period by one year, but the total number of users remains the same.

Note: When renewing a Network Anti-Virus subscription, the number of licenses for subscription renewal must be equal to the number of licenses in the current subscription.

To renew the current subscription, complete the following steps:
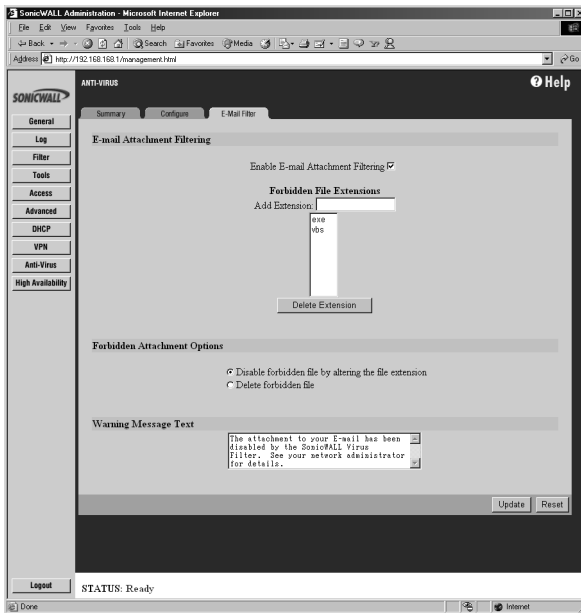
1. Select the **Renewal** option at the top of the Add or Renew Licenses window.

2. Enter the Activation Key displayed on the back of the Network Anti-Virus Administrator's Guide in the **New License Key** field.

3. Enter the Anti-Virus password in the **Anti-Virus Password** field, and click **Submit**. The operation takes a few seconds to complete. Once completed, the new expiration date appears in the Anti-Virus **Summary** window.

Network Anti-Virus E-Mail Filter

The **Network Anti-Virus E-Mail Filter** allows the administrator to selectively delete or disable inbound E-mail attachments as they pass through the SonicWALL. This feature provides control over executable files and scripts, and applications sent as E-mail attachments.

Note: *The Anti-Virus E-mail Filter is compatible only with SMTP protocol. It does not filter POP3 e-mail. Also, the SMTP mail server must be configured on the LAN side of the SonicWALL.*

Click **Anti-Virus** on the left side of the browser window, and then click the **E-Mail Filter** tab.

E-Mail Attachment Filtering

The **E-mail Attachment Filtering** section configures the file extensions that are filtered by the SonicWALL.

• **Enable E-Mail Attachment Filtering**

    Select this check box to filter E-mail attachments.

• **Forbidden File Extensions**

    Enter the file extensions to be filtered in the **Add Extension** field. Hackers commonly spread viruses through Visual Basic and Windows Executable files, therefore "vbs" and "exe" are provided as default extensions for this feature.

Forbidden Attachment Options

In this section, the administrator chooses the action that the SonicWALL performs when filtering E-mail attachments. The attached file can either be deleted or it can be disabled by altering the file extension. In either case, the original E-mail text is still sent to the intended recipient.

- **Disable forbidden file by altering the file extension**

  Select this option to disable forbidden attachment files as they pass through the SonicWALL. The SonicWALL replaces the third character of file extensions with "_". If the E-mail attachment is a valid file, the E-mail recipient may return the attachment to its original file extension without damaging the file.

- **Delete forbidden file**

  Select this option to delete forbidden attachment files as they pass through the SonicWALL.

Warning Message Text

This is a warning message that can be customized and added to E-mails filtered by the **Network Anti-Virus E-mail Filter**. Enter the desired warning message in the **Warning Message Text** box. Up to 256 alphanumeric characters may be entered.

When you have configured the **E-mail Filter** settings, click **Update**. Once the SonicWALL has been updated, a message confirming the update is displayed at the bottom of the browser window.
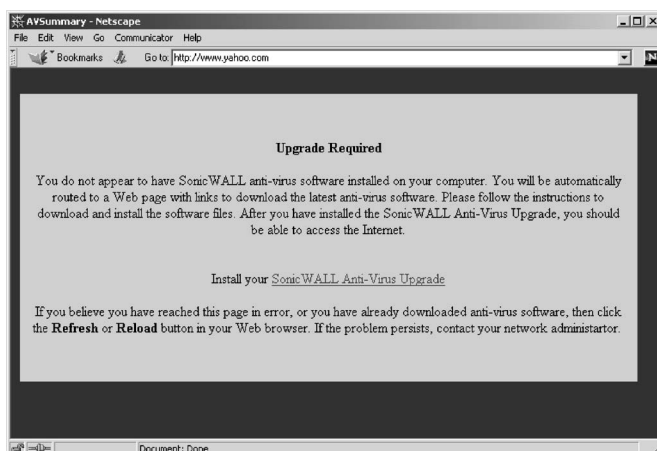
Installing the Network Anti-Virus Client

After installing, configuring and enabling the SonicWALL Network Anti-Virus Subscription, each computer designated for virus protection begins the automated installation of VirusScan ASaP. VirusScan ASaP is an Internet-based, managed anti-virus service. It is based on Network Associates' myCIO.com VirusScan ASaP technology and provides continuous protection of the entire desktop environment against viruses.

In most cases, VirusScan ASaP automatically removes other anti-virus products and their components.

Installing on Windows 95/98/NT/2000 computers

When the Network Anti-Virus is enabled, all computers on the network are automatically re-directed to the page shown below:

The user clicks on the link to access the pages required for installation of the application. If Netscape is being used as the browser, the user is prompted to first install a plug-in that allows the VirusScan service to operate. After loading the plug-in, the following screen appears.

Enter a unique username and click **Continue** to begin the VirusScan ASaP installation. After restarting the computer, Internet access is allowed.

For some configurations of **Windows NT** and **Windows 2000** workstations, the installation is slightly different, especially if the user does not have administrative or software installation privileges on the computer. Before the installation of VirusScan ASaP, an executable must be run on each workstation that allows VirusScan ASaP to be installed. This file can be downloaded from ftp://ftp.sonicwall.com/pub/software/ and is called myCIOAgtInstall.exe. This allows users without administrative rights to install VirusScan ASaP.

This file can be installed either locally or with various distribution products, such as Microsoft SMS, or Tivoli. The myCIOAgtInstall.exe file can be launched from a logon script, but it must be executed by a user with local administrator privileges. Once this application has been executed, the user can proceed with the installation. The following is a summary of the actions required to load VirusScan ASaP on an NT or 2000 workstation where the user does not have local access:

1. Download the executable file called MyCIOAgtInstall.Exe

2. Run MyCIOAgtInstall.exe on the workstation.

3. Proceed with normal installation

Alternatively, local administrator privileges can be granted to users, allowing full access to VirusScan ASaP downloads. Consult Microsoft documentation for the operating system in use for this procedure.

Proxy Support

Proxy authentication support is limited to anonymous and Windows NT challenge/response authentication. Basic authentication is not supported at this time. It is recommended that the HTTP proxy port be configured to

port 80. Under some circumstances where Internet connection bandwidth is limited, the proxy server inactivity timeout should be configured for a longer period of time to avoid failed downloads.

VirusScan ASaP Client User Information

After the **VirusScan ASaP** Client is installed, there are a few functionalities available to the user.

Testing VirusScan ASAP Client

To test the **VirusScan ASAP** client, you can download the EICAR Standard AntiVirus Test file which allows the client to detect a virus and display an alert. This file DOES NOT contain a virus, and cannot harm your system. To download the EICAR file, follow the steps below:

1. Press Control(CTL) and Shift, then with the cursor over the MyCIO icon ![MyCIO icon], right mouse click.

2. A second menu appears that has more menu items than the standard menu. Click **Help** to view the **Online Help** menu.

3. Select **Testing Virus Scan ASaP**, and follow the instructions on the help page.

4. If the client is installed properly, the VirusScan ASaP client interrupts the download, and displays a virus alert diaglog box.

5. If the client is installed incorrectly, the file is downloaded without interruption, and you should re-install the client software.

Advanced Menu for VirusScan ASaP Client

The Advanced Menu for **VirusScan ASaP** client is accessed by pressing the Control (Ctrl) button and the Shift button, then right clicking the MyCIO icon in the system tray at the bottom right of the screen. Not only can you select a directory, file, or hard drive for virus scanning, but you can also display the **Quarantine Viewer** and **Enable/Disable VShield**.

Quarantine Viewer

Quarantine Viewer displays any virus information about the **VirusScan ASaP** client, and where they were located before cleaning from your computer. You can **Delete** the information files, **Send** them to your system administrator, **Rescan** the infected files, or **Restore** the cleaned file to your system.

If the infected file cannot be cleaned by VirusScan, the infected file is deleted from your system, and a window displaying an alert dialogue box counts down the seconds until the window is closed.

Enable/Disable VScan

You can disable the **VScan** to install software as anti-virus software can interfere with some software installations. Be sure to enable the **VScan** after any software installation as you are now vulnerable to viruses.

About VirusScan ASaP

Click the menu item, **About VirusScan ASaP**, to review the last time the client was updated, and the current virus engine used for scanning.

Anti-Virus License Sharing

Anti-Virus License Sharing allows you to distribute one or more Anti-Virus licenses among multiple firewalls. License sharing assigns a License Sharing Group (LSG) to a firewall from which this feature is activated. You may then add other firewalls to the LSG, by their serial numbers and assign them Anti-Virus licenses from the pool of remaining available licenses in the LSG. To set up a License Sharing Group, follow the directions below:

1. Log into the Management station and click **Anti-Virus**.

2. Click **Add/Upgrade Licenses**.

3. Click **License Sharing** to configure license sharing between SonicWALLs.

4. Click **OK** to configure the **License Sharing Group**.

5. Enter your Anti-Virus password to begin configuring the **License Sharing Group**, and click **Submit**.

6. The **License Sharing Group** page appears and displays the number of available Anti-Virus licenses. Enter the serial number of the firewall to be added to your **License Sharing Group**, and click **Submit**.

Note: *You can only add SonicWALL appliances to your group that do not have active Anti-Virus subscriptions. The SonicWALL appliance must also be registered at http://www.mysonicwall.com before it can be added to the group.*

7. To distribute licenses between the SonicWALL appliance, enter the number of licenses for the first SonicWALL appliance into the **Licenses** field, and click **Update**. Repeat for each SonicWALL appliance.

You can also remove a SonicWALL appliance or redistribute the number of licenses between the SonicWALL appliances. To remove a SonicWALL appliance, click **Remove** next to the SonicWALL serial number. To redistribute licenses, enter the new number of licenses into the **License** field and click **Update**. Repeat for each SonicWALL appliance.

The **License Availability** information changes as you change the license distribution or add more SonicWALL appliances. A typical **License Sharing Group** is displayed below:

If licenses are not available and you attempt to add more to the **License Sharing Group**, the following error message is displayed:

Anti-Virus Activation Key

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